

Programmer/Analyst I



Job Code: 1348
Grade: 127
Reports to: Systems Support Manager
Salary Range: \$46,601 - \$71,426
FLSA Status: Exempt

GENERAL STATEMENT OF DUTIES

Performs intermediate professional level work analyzing and designing methods and procedures for the operation, development, and maintenance of electronic data processing equipment and software programs; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this classification works under regular supervision with limited latitude for independent judgment within an established scope of authority. Work is reviewed through conferences, reports, observation, and success of programs/services.

ESSENTIAL FUNCTIONS

Performing system programming, analysis, and training; providing technical support to users; installing and repairing hardware and software on personal computers and printers; maintaining files; troubleshooting hardware and software problems.

EXAMPLES OF WORK

- Manages software implementation, projects including process reengineering.
- Assists in evaluation and recommendation of software for specialized applications.
- Manages and responds to help desk requests.
- Designs, develops, and implements database driven solutions.
- Provides problem diagnosis and resolution for network, PC, and printer users.
- Provides guidance, training, and technical assistance to City staff.
- Manages or assists in the installation of software and hardware.
- Provides training, support, and maintenance for software packages.
- May plan, organize, coordinate, assign, and evaluate work of intern staff.
- Participates in managing network/telecommunication system upgrade, expansions, and equipment exchange.
- Assists with management and implementation during budget process.
- Handles procurement requests, maintains inventory of hardware and software; identifies way to reduce total cost of ownership.
- Designs queries, databases, and reports for system users.
- Performs related tasks as required.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

General knowledge of the operation, uses, and capabilities of electronic data processing and peripheral equipment; general knowledge of hardware and software procedures and techniques; knowledge of systems analysis and networking; ability to understand and carry out written and oral instructions; ability to analyze software programs and make adjustments; ability to establish and maintain effective working relationships with associates and user departments.

MINIMUM EDUCATION AND EXPERIENCE

Graduation from an accredited college or university with a Bachelors Degree in Management Information Systems, Computer Science, or a related field supplemented by one (1) year of related programming and analyst experience involving current programming languages in an automated business systems environment; or any equivalent combination of education, training, and experience.

WORK CONDITIONS

- Light work requiring the exertion of up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and a negligible amount of force constantly to move objects; and some medium work requiring the exertion of up to 50 pounds of force occasionally, up to 20 pounds of force frequently, and up to 10 pounds of force constantly to move objects.
- Work requires stooping, crouching, crawling, reaching, walking, pushing, pulling, and lifting..
- Vocal communication is required for expressing or exchanging ideas by means of the spoken word.
- Hearing is required to perceive information at normal spoken word levels.
- Visual acuity is required for preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, assembly or fabrication of parts at or within arm's length, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities.
- The worker is not subject to adverse environmental conditions.

This is a class specification and not an individualized job description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification. The list of essential functions/examples of work, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

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